

NOV 14 2005

PTO/SB/21 (09-04)

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FORM

(to be used for all correspondence after initial filing)

Total Number of Pages In This Submission

Application Number	10/015,380
Filing Date	12/12/2001
First Named Inventor	Brown et al.
Art Unit	2645
Examiner Name	Allan Hoosain
Attorney Docket Number	AUS920010824US1

Total Number of Pages In This Submission

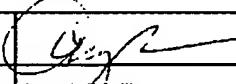
ENCLOSURES (Check all that apply)		
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<input type="checkbox"/> Remarks The Commissioner is authorized to charge payment of any necessary fees or credit any overpayments to deposit account 09-0447		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name	Amy J. Pattiilo		
Signature			
Printed name	Amy J. Pattiilo		
Date	11/14/05	Reg. No.	46,983

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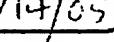
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Date

11/14/2005 

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Amy J. Pattillo, Patent Attorney
 P.O. Box 161327
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 PHONE# 512-402-9820
 FAX # 512-306-0417

DATE: 11/14/05

Number of Pages to Follow (including cover sheet) 4

SEND TO: United States Patent Office

Examiner: Allan Hoosain

Group Art Unit: 2645

Tel No: 571-272-7543

Fax #: 571-273-8300

FROM: Amy J. Pattillo

Tel No: 512-402-9820

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Docket No. AUS92001824US1 Serial No. 10/015,380 Atty: AJPApplicant: BROWN ET AL

<input checked="" type="checkbox"/> Transmittal Letter	<input checked="" type="checkbox"/> Certificate of Facsimile
<input type="checkbox"/> Amendment	<input checked="" type="checkbox"/> Notice of Appeal
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Fees: Amendment _____ Notice of Appeal 500.00 Appeal Brief _____ Other _____

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Brown et al. Serial No.: 10/015,380 Confirmation Number: 2840 Filed: 12/12/2001 Title: Managing Caller Profiles Across Multiple Hold Queues According to Authenticated Caller Identifiers Atty Docket: AUS920010824US1	: Before the Examiner: : Allan Hoosain : Group Art Unit: 2645 : IBM Corporation (c/o Amy J. Pattillo) : P.O. Box 161327 : Austin, Texas 78716 : 512-402-9820 <i>vox</i> : 512-306-0417 <i>fax</i>
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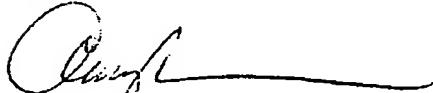
**NOTICE OF APPEAL from the Examiner to the Board of Patent Appeals and
Interferences**

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Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450
Via Facsimile

Dear Sir:

Under 37 CFR 41.31, Applicants hereby appeal to the Examiner to the Board of Patent Appeals and Interferences from the last decision of the Examiner. Specifically, the Examiner's Office Action, dated August 12, 2005, finally rejects claims 1-7, 10-12, and 17-20. Applicants appeal the rejection of claims 1-7, 10-12, and 17-20.

Respectfully submitted,



Amy J. Pattillo
Attorney for Applicants
Reg. No 46,983
512-402-9820 (phone)
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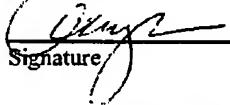
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Amy Pattillo11/14/05
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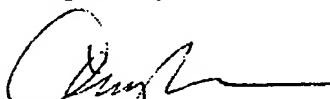
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Applicant hereby appeals from the Examiner to the Board of Patent Appeals and Interferences from the last decision of the Examiner.

Please charge the fee of \$500.00 for submission of this Notice of Appeal to IBM Corporation Deposit Account No. 09-0447.

The commissioner is hereby authorized to charge any additional fee which may be required or credit any overpayment to IBM Corporation Deposit Account No. 09-0447. A duplicate copy of this document is enclosed.

Respectfully submitted,


on 11/14/05

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AUS920010824US1

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10/015,380